



Disclosure FIS8-2000-0627

Prepared for and/or by an IBM Attorney - IBM Confidential

Created By: Michael A Limanni Created On: [REDACTED]

Last Modified By: Hilda Heinlein Last Modified On: [REDACTED]

Required fields are marked with the asterisk (*) and must be filled in to complete the form.

* Title of disclosure (in English)

IBM Global Services Portal Enablement Business Method

Summary

Status	[REDACTED]
Processing Location	[REDACTED]
Functional Area	[REDACTED]
Attorney/Patent Professional	[REDACTED]
IDT Team	[REDACTED]
Submitted Date	[REDACTED]
Owning Division	[REDACTED]
Incentive Program	[REDACTED]
Lab	[REDACTED]
Technology Code	[REDACTED]
PVT Score	[REDACTED]

Inventors with Lotus Notes IDs

Inventors: Michael A Limanni/Seattle/IBM, Charles R Cowan/Somers/IBM, Nancy Brandon/Mount Pleasant/IBM, Christine Rizzuto/White Plains/IBM, Richard Reece/Atlanta/IBM, Eric Klein/Gaithersburg/IBM, Patricia Gongla/Santa Monica/IBM, Felicia Paduano/Mount Pleasant/IBM

Inventor Name	Inventor Serial	Div/Dept	Phone	Manager Name
> Limanni, Michael A	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Cowan, Charles R. (Rod)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Brandon, Nancy W.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Rizzuto, Christine R.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Reece, Richard A.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Klein, E. A. (Eric)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Gongla, Patricia A.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Paduano, Felicia	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

> denotes primary contact

Inventors without Lotus Notes IDs

IDT Selection

FISB-2000-0627 IBM Global Services Portal Enablement Business Method - continued

Select Functional Area

IDT Team: [Redacted] [Redacted] [Redacted] [Redacted]	Attorney/Patent Professional: [Redacted]
--	--

Response Due to IP&L [Redacted]

*Main Idea

1. Describe your invention, stating the problem solved (if appropriate), and indicating the advantages of using the invention.

In our view, a "knowledge portal" is a web-based tool which provides information delivery capability to individual knowledge workers who need access to a broad spectrum of knowledge. It retrieves and indexes data or content from multiple knowledge sources and delivers that content to the user organized in a way that is highly relevant and intuitive.

A key challenge an organization faces in implementing a knowledge portal is balancing the need to deliver immediate relevancy to each user with the high cost of personalization at the individual user level.

The major decisions involved with designing a knowledge portal include:

- who the portal is really for
- what knowledge it should access
- where that knowledge resides or gets created
- how the knowledge should be structured and customized both for individuals and for groups
- how the portal can provide and link collaborative environments
- what business applications should be accessed or integrated.

Our invention is a unique method for making these design decisions by:

A. Taking advantage of the natural clustering of an organization's knowledge workers into communities whose members share:

- a common base of knowledge, tools, and processes,
- ways of conceptualizing or organizing that knowledge,
- a set of peers with whom they typically network or collaborate.

These shared characteristics correspond closely to the key decisions required to design the knowledge portal. Using a community focus in the portal design effort results in an appropriate compromise between the comparatively low relevancy to individual users inherent in an organization-wide "one size fits all" design and the high cost of requiring each individual to invest the resources needed to customize his or her own portal.

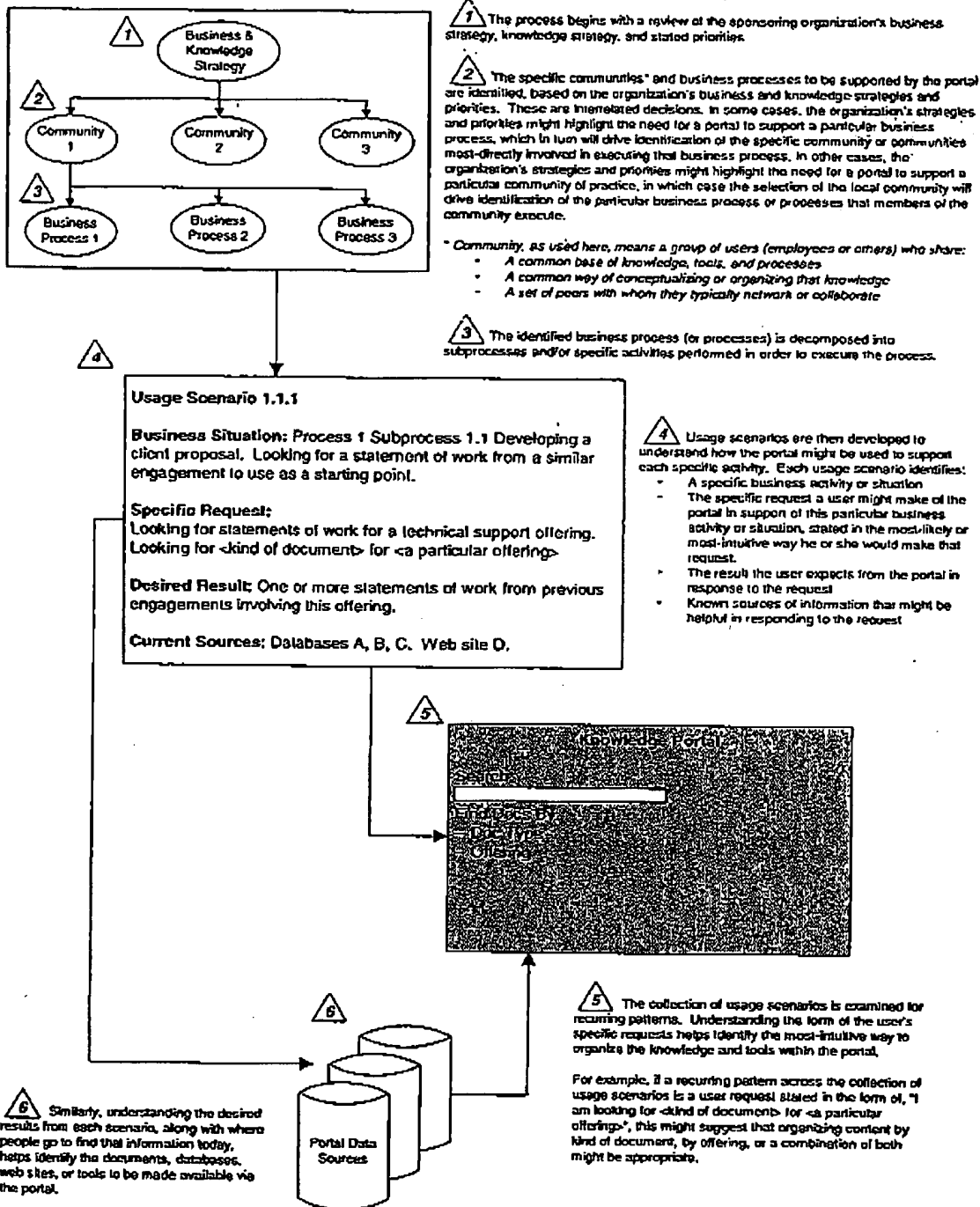
B. Maintaining direct alignment among the organization's business strategies, its communities, its processes, and the content and organization of the portal.

2. How does the invention solve the problem or achieve an advantage,(a description of "the invention", including figures inline as appropriate)?

The diagram below describes how our method guides the design process by exploiting the natural clustering of an organization's knowledge workers into communities while also maintaining the alignment

FIS8-2000-0627 IBM Global Services Portal Enablement Business Method - continued

among the organization's business strategies, its communities, its processes, and the content and organization of the portal.



FIS8-2000-0627 IBM Global Services Digital Enablement Business Method - continued

Note: At each stage in the process, we ensure the decisions made remain in alignment with the original driving strategies and organizational priorities.